	2020/2021
Description	
Standard Standard	Service Level
Solid Waste Removal	247 11
Premise based removal (Residential Frequency)	Weekly
	Up to 7 day removal
Premise based removal (Business Frequency)	per week
Bulk Removal (Frequency)	On request
	Yes, only to informal
Removal Bags provided(Yes/No)	settlements
	Yes only on request.
	This service will no
	longer be performed
Garden refuse removal Included (Yes/No)	as from 1 July 2019
Street Cleaning Frequency in CBD	Daily
	According to 6-8
	week integrated
Street Cleaning Frequency in areas excluding CBD	schedule
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
	from 24 hours to 72
Clearing of illegal dumping (24hours/48hours/longer)	hours
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
	No asssesment done
Water Quality rating (Blue/Green/Brown/N0 drop)	this year
	Only to the indigent
Is free water available to all? (All/only to the indigent consumers)	consumers
Frequency of meter reading? (per month, per year)	Yes available to all
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Three Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three Months
On average for flow long does the municipality use estimates before reverting back to actual readings: (months)	THIEE MONUIS
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	ithin 24hma
,	within 24hrs
Up to 5 service connection affected (number of hours)	within 24hrs
Up to 20 service connection affected (number of hours)	within 24hrs
	24 h
	24 hours - repairs
	normally takes longer
	to fix longer due to
Feeder pipe larger than 800mm (number of hours)	larger diametre pipes
	± 175 litres/second
	for Drakenstein area
	and include water to
	factories (require
What is the average minimum water flow in your municipality?	water 24 hrs per day)
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
	± 3 weeks when
	reported and this is
	due to shortages of
How long does it take to replace faulty water meters? (days)	qualified staff
S 1 (***)	1
	No, municipality uses
	mostly HDPE pipe,
	which donot rerequire
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	cathodic protection.
20 704 have a camound protection system in place that is operational at this stage: (163/140)	cathodic protection.
Flactricity Sarvica	
Electricity Service What is your electricity availability percentage on average per month?	98%
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
	estimated saving per
	day is between R20
	000.00 and R40 000
	depending on the
How much do you estimate is the cost saving in utilizing the ripple control system?	season.
What is the frequency of meters being read? (per month, per year)	

Description	
Standard	Service Level
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Three Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three Months
	Normally within one
	day
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty meters? (days)	within one day Electricity Supply By-
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	law November 2014
bo you have a plan to prevent megal connections and prevention of electricity there: (res/No)	The current losses is
	kept well below the
	normal national 10%.
	Current losses is
	below 9%
How soon does the municipality provide a quotation to a customer upon a written request? (days)	within 30 days
	when all relevant
	documentation is
	received supply can be
	provided within 30
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	•
, , , , , , , , , , , , , , , , , , , ,	when all relevant
	documentation is
	received supply can be
	provided within 30
	days
	when all relevant
	documentation is
	received supply can be
	provided within 30
	days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	Full package free
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	3 to 5 hours
Sewer blocked pipes: Large pipes? (Hours)	2 to 3 hours
Sewer blocked pipes: Small pipes? (Hours)	1 to 3 hours
Spillage clean-up? (hours)	2 to 3 hours
Replacement of manhole covers? (Hours)	2 to 3 hours
Dood Infrastructure Comices	
Road Infrastructure Services	
	Response time for
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	temporary repairs 3
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Taga the permissionality have training an information analysis to form the comments of the last	Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes

Description	
Standard	Service Level
Are customers treated in a professional and humanly manner? (Yes/No)	Yes